



LEGAL SERVICES CORPORATION

REQUEST FOR PROPOSALS
FOR A COLOR DIGITAL PRESS SOLUTION

February 23, 2015

Summary of Request

The Legal Services Corporation (LSC or Corporation) invites you to propose a digital press solution for its reprographics department, which produces LSC's publications, training manuals, fundraising packets, and other print materials (e.g. board meeting agendas, binders, and nametags; data spreadsheets; reports; presentation materials; conference signage; business manuals; etc.). LSC's current printing systems are aging, slow, and lack sophisticated finishing and color options. We need a user-friendly solution that will increase the speed, color, functionality, and professionalism of our larger print projects, without unnecessarily complicating the printing of smaller, routine projects, which comprise the bulk of our print jobs. The successful vendor must be able to provide:

- A color digital press with multiple finishing capabilities in-line;
- Installation of and staff training on use of the product;
- Supplies (e.g., parts, toner); and
- Support and maintenance services.

LSC is interested in leasing the appropriate equipment, but would consider purchasing a solution if it represents best overall value.

About Legal Services Corporation

Established by Congress in 1974, LSC is a grantmaking institution that funds civil legal aid for low-income Americans. It is the nation's largest single funder of civil legal aid, providing grants to 134 independent nonprofit organizations across the United States and its territories. Although federally funded and subject to congressional oversight, LSC is a private non-profit corporation, not a government agency. It is, however, eligible for GSA Schedule pricing.

LSC promotes equal access to justice through its grantmaking, oversight, and training activities; its ongoing development campaign; and its public awareness initiatives. It does not provide direct legal services to clients; rather, its grantees represent low-income clients in basic civil matters, including family, housing, health, and employment cases.

To maximize its effectiveness, LSC regularly partners with other funders of civil legal aid, including state and local governments, Interest on Lawyers' Trust Accounts programs, state access to justice commissions, the private bar, philanthropic foundations, law schools, and the business community.

LSC produces a wide-range of government and public relations publications, training manuals, fundraising packets, and other routine print materials (e.g. board meeting agendas, binders, and nametags; data spreadsheets; reports; signage; business manuals, etc.), and needs a robust digital press solution to facilitate its reprographics work.

Vendor Qualifications and Digital Press Solution Specifications

Vendors with demonstrated experience in providing high-quality color digital press equipment, supplies, and support and maintenance services are invited to submit proposals in response to this RFP.

Digital Press Solution

LSC's reprographics department currently uses a 22-year-old DocuTech NP135 copier, a 10-year-old DocuColor copier, and a GBC binding machine to run routine print jobs and create publications. LSC has 3 reprographics staff members, who are running approximately 50,000 impressions per month, including an increasing number of color and complex print jobs. They are performing much of the finishing and binding functions manually. LSC would like to replace its DocuTech NP135 copier with a single, integrated color digital press solution with in-line binding functionality.

At a minimum, the new digital press should meet the following specifications:

- Printing speed of at least 75 PPM Black and White, 75PPM Color
- At least 1200x1200 DPI
- Ability to print paper sizes up to 11x17"
- Full-bleed printing up to 11x17"
- MakeReady Color scanning via document feeder and glass to PDF, and TIFF
- Duplexing
- OCR and Section 508-accessible scanning capabilities
- Collating with stapling of up to 100 sheets
- Tab printing
- Three- and two-hole punching
- Fold Trim Stitch Booklet Maker
- Multiple in-line binding options (e.g., twin loop, GBC, spiral, perfect binding, saddle stitching, booklet-making square trimming, etc.)
- GBC Punch
- Network Connectivity including
 - Network Print Driver
 - Scan to network folders (configurable by group/individual)
 - Scan to email
- Energy efficient (Energy Star certification)

The digital press solution installed under this contract should attain at least a 95% quarterly uptime performance.

The Vendor should provide a trade-in amount for the existing Docutech NP135 to include rigging and removal charges.

Supplies

Vendor should provide LSC with sufficient supplies (e.g., print drivers, controllers, toner, ink, and staples) to last a minimum of one month. Paper will be provided by LSC.

All critical hardware components and parts should be available in Vendor's local warehouse (DC metro area) or via next-day delivery. At no time will the Vendor charge LSC for delivery, including overnight delivery, of parts, supplies, or consumables.

Service and Installation

Local on-site service response time should be within four (4) hours.

Vendor should provide full-service support, including network installation and administration, for the digital press solution. Service technicians should be accessible to LSC's reprographics department between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, except federal holidays.

Vendor should provide monthly service and usage reports to LSC electronically.

Vendor should perform proactive preventive maintenance service for the digital press solution according to the manufacturer's maintenance schedule.

Vendor's proposed pricing should include two weeks of operator training at LSC headquarters for up to three operators. The formal training program will consist of full operational instruction, daily operator maintenance duties and electronic job troubleshooting in LSC's reprographics department. All travel expenses (travel, lodging, meals and rental car) associated with the on - site training program will be borne by the selected vendor. In any event, the training should be completed within 30 days of the equipment installation.

Proposal Submission Requirements

All proposals must be concise, well-organized, and demonstrate your company's qualifications. Electronic submissions in PDF or Word format are preferred. Proposals must address the following:

1. Company Information

- List your company's full name, address, and telephone number.
- Briefly describe your company, including its history, mission, number of employees, and number of years in business.
- Identify your company's primary contact and back-up contact for this RFP. Please include title, phone number, and email address.
- Describe your company's ability and resources to provide a digital press solution meeting the minimum requirements of this RFP.
- List the brand(s) of equipment you lease or sell.

2. Functionality

- **Page per minute.** What is the page per minute (PPM) count for: Black and white copies? Color copies? Duplexed black and white and color copies? Scanning black and white and color originals? Duplex black and white and color scans?
- **Standard dots per inch.** What is the standard dots per inch (DPI) resolution when printing and scanning? What is the maximum DPI configurable for printing and scanning?
- **Standard paper capacity.** What is the standard paper capacity in sheets? What is the maximum configurable paper capacity (assuming that we include additional trays)? What are the minimum and maximum sizes of paper the system can print? What is the maximum paper weight the system can print and that can be duplexed?
- **Finishing Capacity.** Can the equipment print on and insert tabs? If so, is there an auto-recovery feature? What finishing capabilities can be done in-line? What is the maximum number of standard-weight sheets that the stapler can handle? What is the maximum number of sheets that can be saddle stitch? Can the system three-hole? What is the maximum size that can be copied or scanned from the glass and document feeder? Can envelopes and labels be printed?
- List the standard and maximum hard drive (HDD) space for each model being recommended.
- List all document formats that the scanner can save to.
- What mail protocols (POP, SMTP, etc.) are supported?
- Is the system integrated with the network?
- Can scans be saved to network folders?
- What file types does the machine support (e.g., Word, Excel, PDF)?
- Does the product have a graphical interface? If yes, is the interface configurable?
- Can you create custom functions that combine steps?
- Can functions be securely configured so that only authorized, authenticated users can perform certain functions?
- Is there built-in functionality to require ID codes for jobs (for departmental or client chargeback/tracking)?
- What is the physical footprint of the equipment, including all of its finishing components? Please provide actual dimensions.

3. Supplies

- What supplies are included in the contract (e.g., toner, staples, etc.)?

4. Support and Maintenance

- What is your Service Level Agreement (SLA) response time guarantee for solving issues that impede our ability to use the device? Please breakdown by identifying business/non-business hours, if applicable.
- How far away (in miles, feel free to specify location) is your support technician likely to be from our office when we place a service call?
- How frequently does the equipment require routine maintenance?
- What does routine maintenance entail?

5. Proposed Equipment Demo

- Do we have the opportunity to demo the proposed equipment at your facilities?

6. Pricing and Pricing Methodology

- What is the cost per black and white and color copy for 8 ½ x 11, 8 ½ x 14, and 11 x 17?
- What type of leasing options do you offer (e.g., 12, 36, 48, 60, or 72 months) and what is the pricing for each?
- For each lease option offered, what is your monthly cost per device? Please specify if this includes supplies and support and maintenance. If not, detail all monthly charges.
- How frequently do you recommend upgrading the equipment, and what is the average or estimated cost?

7. References

- Provide three references of companies to which you have sold or leased the proposed equipment and provided training, service, and maintenance in the past year.

RFP Evaluation Criteria

The proposals will be evaluated and the contract will be awarded based primarily on the following criteria (not necessarily in ranked order):

1. The degree of responsiveness to the RFP and evidence of an overall understanding of the objectives of LSC.
2. Demonstrated competence and experience of the vendor in providing the equipment and services.
3. Overall cost. LSC will weigh all aspects of the equipment and service and award the contract to the respondent who provides the best value, not necessarily the cheapest. We will factor in any discounted pricing offered in light of our 501(c)(3) nonprofit status.
4. Overall reputation and integrity of the vendor with an existing customer base.

RFP-Related Questions

All questions related to this RFP must be submitted by email to Rebecca Weir, Assistant General Counsel and Contracting Coordinator, by **no later than 5:30 p.m. EST, on Monday, March 9, 2015**. Answers to these questions will be copied to all RFP vendors.

Terms of Proposal Submission and Delivery

Proposals must be submitted **on or before 5:30 p.m. EST, Monday, March 16, 2015**. Email submissions are preferred. Send proposals to:

Rebecca Weir
Asst. General Counsel & Contracting Coordinator
Legal Services Corporation
3333 K St. NW, 3rd Floor
Washington, DC 20007
202.295.1618
rweir@lsc.gov

RFP Vendors are solely responsible for ensuring that proposals are delivered on time. Late proposals will not be accepted. All costs incurred in preparing proposals will be borne by the respondent. Any final contract awarded will not provide for costs of the proposal to the respondent.

All Vendors will be notified of the results of the selection process.

All proposals, information, and responses will be incorporated into and made a part of any final agreement between LSC and the selected vendor. No information should be submitted that cannot be so incorporated into the agreement.

The vendor understands and agrees that the vendor has a duty to explain and clarify any and all conditions imposed on or included in the response to this RFP. The vendor further understands and agrees that the vendor has an affirmative duty to inquire about and clarify any RFP question that it does not fully understand, or that may, in the vendor's opinion, be susceptible to more than one interpretation. No additions or changes to a vendor's original response to this RFP will be allowed after submission. While changes are not permitted, Clarification of proposals, however, may be requested or required by LSC.

LSC assumes no liability for payment of services until the successful vendor is notified and until a contract has been signed by both the vendor and LSC.

Confidentiality

LSC and the RFP vendors hereby acknowledge that, in the course of fulfilling their respective obligations under this RFP, LSC and the Vendor may be given access to the other party's confidential or proprietary information. Neither party will use such proprietary information for the benefit of any third party, whether or not for consideration, and will not sell, rent, loan, copy or make available any of the other party's proprietary information to any person. Neither party will disclose or otherwise communicate any of the other party's proprietary information to others, in whole or in part, except to such limited number of that party's employees, agents and consultants and only to the extent that is reasonably necessary to enable that party to fulfill its obligations and exercise its rights under this Agreement until such time as the proprietary information becomes available to the public as non- confidential information through no act or fault of that party.

Freedom of Information Act

The Freedom of Information Act (FOIA) and associated LSC regulations may require LSC to release certain third-party bid proposals to the public upon request. LSC will not, however, release a proposal that would cause competitive harm to the vendor. If your proposal is requested under FOIA, LSC will contact you before releasing it in whole or in part. Vendors are encouraged to label documents containing sensitive business and confidential information as such at the time of submission.